New Orleans Department of Information Technology and Innovation (ITI)

Six Month Check-In

City of New Orleans

November 9, 2018

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I. *Citywide Institutional Fiber Network*

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Status Quo

- Completed high-level network design and cost estimate / pro forma for City and Sewerage and Water Board sites.

- Business / Governance Plan is substantially complete.

I. *Citywide Institutional Fiber Network*
Scope

- Connects 430 City and Sewerage and Water Board sites with high-speed internet to support internal operations:
  - Create cost efficiencies in IT operations
  - Ability to increase bandwidth for data and video applications
  - Enhanced network security

I. *Citywide Institutional Fiber Network* Improvement/Why It Matters

- Enables City of New Orleans to:
  - Provide high-speed Internet access at city government owned and operated sites to help disadvantaged residents bridge the digital divide
  - Support implementation of smart city applications
  - Expand provision of online government services to residents
  - Expand operational efficiencies to other departments through IT

II. Basic Digital Skills Training

II. Basic Digital Skills Training
Status Quo

- Many New Orleanians lack the ability to use technology to perform basic personal and business tasks online due to a:
  - Lack of home Internet access
  - Lack of computer ownership
  - Lack of skills in using technology fluently

- This exacerbates existing disadvantages and causes them to fall behind their peers

II. Basic Digital Skills Training
Scope

- Offer basic digital skills training to City employees at City Hall

- Offer basic digital skills training to residents via partnerships with the New Orleans Public Library and local faith-based organizations

- Train and utilize volunteer instructors

II. Basic Digital Skills Training
Improvement / Why It Matters

- Helps New Orleanians acquire basic digital skills to perform a range of critical computer and online tasks, thereby improving their educational and economic prospects while fostering community cohesion

III. Digital Equity Challenge

III. Digital Equity Challenge
Status Quo

- Many New Orleanians who lack the ability to use technology to perform basic personal and business tasks online due to lack of skills in using technology fluently are reluctant to engage in traditional digital skills education

- Aimed to increase technology use by those who are historically underrepresented: low income, minorities, women, people living with a physical or mental disability, children, and the elderly

III. Digital Equity Challenge
Scope

- Sought creative solutions that harnessed New Orleans' diverse culture, communities, and shared experiences to introduce people to technology in a non-threatening manner.

III. Digital Equity Challenge
Improvement / Why It Matters

- Ultimately, 15 high-school aged residents learned to use digital media technology as part of a collaborative design process to create a traveling mural now showing in the City Hall lobby

- Participants learned key digital skills and made connections that can help them to improve their professional development, economic position, and social networks, thereby improving individual and city resilience